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PATENT**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

APPLICANT : **PFIFFNER, Kimberly Ann, et al.**
SERIAL NO : **09/918,091**
FILED : **July 30, 2001**
TITLE : **METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE
CUSTOMER CONTACT MANAGEMENT**

Grp./A.U. : **2152**
Examiner : **Wan Laymon**
Conf. No. : **2045**
Docket No. : **P04763US0**

FAX RECEIVED**JUN - 7 2002****PETITIONS OFFICE****RENEW OF PETITION UNDER 37 CFR 1.47(a)**

Assistant Commissioner for Patents
Attn: Wan Laymon
Washington, D.C. 20231

Dear Assistant Commissioner:

In response to Paper No. 5 of the above-entitled application, enclosed are the newly signed Supplemental Declarations setting forth the citizenship of all inventors. the Applicants therefore renew the above-entitled petition and respectfully request that the petition be granted.

Reconsideration and allowance is respectfully requested.

CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being:

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transmitted by facsimile to the Patent and Trademark Office, Art Unit. 2152 to Examiner Wan Laymon at Fax No. (703) 308-6916.

Date: June 7, 2002

Signature

Respectfully submitted,

John D. Goodhue

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Attorneys of Record

- bja -

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Date: June 7, 2002
Pages including this
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JUN - 7 2002

PETITIONS OFFICE

RE: REQUEST FOR RECONSIDERATION OF PETITION FOR:

APPLICANT : PFIFFNER, Kimberly Ann, et al.
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